

# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

## 1. **TITLE:** (D319) ESB COMPUTER SYSTEM ADMINISTRATION

**TA No:** 318  
**Task Area Monitor:** **Alternate Task Area Monitor:**  
**NASA POC:** None **Software Control Class:** Low Control  
**Type of Task:** Recurring Task

## 2. **BACKGROUND**

This task will cover the unique computer systems in the Electromagnetics and Sensors Branch (ESB). The computer systems consist of Linux workstations and Microsoft Windows PCs. These computers are used in laboratory and field environments, supporting laboratory experiments, as well as software development, data analysis, and archival. The computer systems are located in buildings 1299 and 1220. Software includes various commercial analysis, Matlab, and graphics software packages, as well as license managers, compilers and software developer utilities. On-site system administration for hardware and software is required to maintain network security and resource availability for NASA personnel, contractors, and grantees, within and outside the Langley network domain.

## 3. **OBJECTIVE**

The objective of this task assignment is to provide system administration support for the ESB computer labs.

## 4. **GENERAL IT SUPPORT SERVICES**

### **Services Specified Through Exhibit A:**

Services will include: System Administration, IT Security Administration, Hardware Maintenance, System Software Maintenance, Equipment backup, Applications Management, Customer Support, and IT Consultation. Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed by ESB to define the required general IT support services at the branch level.

### **Customer Support and IT Consultation and Training:**

The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 clauses a) and c) of the SOW for all General IT Support Services.

### **Exceptions and Additional Requirements:**

Centralized asset management tools will not be required, but can be used, for this task. (Section 4.1.1 clause b) For systems that are covered under vendor or third-party hardware

or software maintenance contracts, initial diagnosis of problems or failures shall be conducted by the Contractor, and the maintenance contractor shall be contacted by the Contractor for problem resolution. Hardware maintenance shall not include acquisition of replacement parts, but quotes for replacement parts will be obtained from vendor or third-party sources and provided to NASA branch point of contact for procurement. System Software Maintenance shall not include acquisition of software upgrades, but quotes for replacement parts will be obtained for the vendor or third-party sources and provided to the NASA branch point of contact for procurement. Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment, where applicable. Contractor personnel will be available on-site in Electromagnetics and Sensors Branch (ESB) facilities upon request of TAM or users. Computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations will be monitored outside of normal working hours and problems will be reported to the TAM or to the designated contact for the system. The CSA will coordinate with the contact to initiate correction of the problem. The task shall be responsible for assuring that the ESB entries in the Langley LARC Activity Directory Structure or successor directory service systems are kept current. The management and maintenance of this OU shall consist of setting up the top level structure and populating it with the sub OUs to allow the CONITs team the ability to add, modify, and delete machines under the ESB CONITS tasks, or to provide the information required for agency level maintenance of the data. Grant users administrator privileges to install and remove software during periods of critical needs when the Certified System Administrator (CSA) is not available. During these times, the user will be responsible for notifying the CSA of any changes made and the CSA will be responsible for restoring any required software/hardware that was modified, when responsibility for the system is returned to him. For example, when computers are stationed off-base for remote testing, it is not practical for the CSA to be present. However, critical changes in hardware/ software may be necessary for a successful mission. The user will be empowered by the CSA to make such changes and report to the CSA any changes made. At the close of the mission when all equipment has been returned to LaRC, the CSA will verify the changes that the user reported and make corrections to the systems to conform to any required regulations.

#### **General IT Support Services Performance Metrics**

Performance Standard: Performance Standard: The security of systems and data that fall under this TA is ensured

Performance Metrics:

- Exceeds: The system meets the baseline IT security requirements for an information category; there are no unlatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed or disabled by the close of business of the day that the requirement for an account is terminated.
- Meets: Baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed or disabled within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC IT Security Manager as

soon as possible after they are discovered. Data from closed accounts shall be transferred to an active account as designated by the customer.

**Fails:** The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager.

**Performance Standard:** The systems to which these services apply are kept up-to-date with minimum disruption in capability due to upgrades. Critical security patches shall be applied within one business day of availability unless the customer cannot accommodate that schedule.

**Performance Metrics:**

**Exceeds:** Notifications of updates or upgrades are acted upon and approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted.

**Meets:** Notifications of updates or upgrades are acted upon. Approved upgrades are installed with minor delays and disruptions.

**Fails:** Any of the requirements of this subsection are not satisfied.

**Performance Standard:** Response to requests for help is provided within Four hours. Customers requests are tracked and appropriate expert consultation is sought when needed. Appropriate and correct advice is given and corrective actions taken when required.

**Performance Metrics:**

**Exceeds:** "Meets" and customers rate service as very-good to excellent

**Meets:** Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert consultation is sought when needed. Customers rate service as satisfactory or better.

**Fails:** Customers rate service as unsatisfactory

## **5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

## **6. WORK-AREA SPECIFIC SERVICES**

None required.

## **7. Exhibit A**

[Exhibit A](#)

**Other Installation Provided Material:**

Four GFE systems are listed in the attached spreadsheet. These are available for use by the contractor as required to perform the services in the task, but are not directly required by ESB.

#### **8. SPECIAL SECURITY REQUIREMENTS**

Secret clearance required for one system in B1220 room 217.

#### **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

#### **10. JOINT REVIEW SCHEDULE**

There will be a joint review of the work of this task at meetings as needed. The following persons or their alternates are required to attend: TAM and Contractor personnel assigned to task. Technical performance, timeliness, cost, and staffing will be discussed.

#### **11. PERIOD OF PERFORMANCE**

This TA is effective from 06/01/09 to 04/27/10

#### **12. TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%      Timeliness: 40%

#### **13. RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

#### **14. GOVERNMENT ESTIMATED COST**

#### **15. FUNDING INFORMATION**

Funding last submitted on 06/02/2009.

#### **16. MILESTONES**

Date	MileStones
------	------------

06/26/2009	Completed plan for backups of systems in Exhibit A, including schedule of incremental and full system backups, retention policy, and testing procedure for restoration of individual files or bare metal recovery.
------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 17. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Informal monthly status report	An informal monthly email report comprising the status of each system covered, as listed in Exhibit A, shall be delivered to the TAM and Alternate TAM. The report shall include any significant issues encountered during the previous month including backup failures, assistance provided to users, hardware failures, or restorations from backups. Any additions to or deletions from Exhibit A shall be reported.

## 18. FILE ATTACHMENTS

None.